

ATTACHMENT A

**Joint Competitive Industry Group
Proposal**

**ILEC PERFORMANCE
MEASUREMENTS & STANDARDS**

in the
**Ordering, Provisioning,
and
Maintenance & Repair
of**

SPECIAL ACCESS SERVICE

Version 1.1

Issued: January 18, 2002

ILEC Performance Measurements and Standards

TABLE OF CONTENTS

REPORTING DIMENSIONS.....	3
ORDERING	
JIP-SA-1 FOC RECEIPT.....	4
JIP-SA-2 FOC RECEIPT PAST DUE.....	5
JIP-SA-3 OFFERED VERSUS REQUESTED DUE DATE.....	6
PROVISIONING	
JIP-SA-4 ON TIME PERFORMANCE TO FOC DUE DATE.....	7
JIP-SA-5 DAYS LATE.....	8
JIP-SA-6 AVERAGE INTERVALS – REQUESTED / OFFERED / INSTALLATION.....	9
JIP-SA-7 PAST DUE CIRCUITS.....	10
JIP-SA-8 NEW INSTALLATION TROUBLE REPORT RATE.....	11
MAINTENANCE AND REPAIR	
JIP-SA-9 FAILURE RATE.....	12
JIP-SA-10 MEAN TIME TO RESTORE.....	13
JIP-SA-11 REPEAT TROUBLE REPORT RATE.....	14
GLOSSARY.....	15

ILEC Performance Measurements and Standards

Reporting Dimensions

CLEC or IXC Carrier specific total, with the following reporting dimensions for all measurements.

- ?? Special Access disaggregated by bandwidth
 - Sub Totaled by State
 - Totaled by ILEC

Comparison reports are required for:

- ?? CLEC/ IXC Carrier Aggregate
- ?? ILEC Affiliates Aggregate

Special Access is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing ILEC end office switches.

Special access services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

Exclusions: Transmission path requests pursuant to an Interconnection Agreement for Unbundled Network Elements are excluded from these Performance Measures.

Reporting Period: The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to one decimal point.

ILEC Performance Measurements and Standards

ORDERING

Measurement: JIP-SA-1 FOC Receipt

Description

The Firm Order Confirmation (FOC) is the ILEC response to an Access Service Request (ASR), whether an initial or supplement ASR, that provides the CLEC or IXC Carrier with the specific Due Date on which the requested circuit or circuits will be installed. The expectation is that the ILEC will conduct a minimum of an electronic facilities check to ensure due dates delivered in FOCs can be relied upon. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period. A diagnostic distribution is required along with a count of ASRs withdrawn at the ILEC's request due to a lack of ILEC facilities or otherwise.

Calculation Methodology

Percent Meeting Performance Standard:

$$\frac{[\text{Count FOCs received where (FOC Receipt Date - ASR Sent Date)} \leq \text{Performance Standard}]}{\text{Total FOCs received during reporting period}} \times 100$$

FOC Receipt - Distribution:

(FOC Receipt Date - ASR Sent Date), for each FOC received during reporting period, distributed by:
0 day, 1 day, 2 days, through 10 days and > 10 days

ASRs Withdrawn at ILEC Request due to a lack of ILEC Facilities or Otherwise

Count of ASRs, which have not yet received a FOC, Withdrawn at ILEC Request, during the current reporting period, due to a lack of ILEC facilities or otherwise

Business Rules

1. Counts are based on each instance of a FOC received from the ILEC. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Cancelled ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

Percent FOCs Received within Standard

- DS0 => 98.0% within 2 business days
- DS1 => 98.0% within 2 business days
- DS3 => 98.0% within 5 business days
- OCn - ICB (Individual Case Basis)

FOC Receipt Distribution - Diagnostic

ASRs Withdrawn at ILEC Request Due to a Lack of ILEC Facilities or Otherwise - Diagnostic

ILEC Performance Measurements and Standards

ORDERING

Measurement: JIP-SA-2 FOC Receipt Past Due

Description

The FOC Receipt Past Due measure tracks all ASR requests that have not received an FOC from the ILEC within the expected FOC receipt interval, as of the last day of the reporting period and do not have an open, or outstanding, Query/Reject. This measure gauges the magnitude of late FOCs and is essential to ensure that FOCs are being received in a timely manner from the ILECs. A distribution of these late FOCs, along with a report of those late FOCs that do have an open Query/Reject, is required for diagnostic purposes.

Calculation Methodology

Percent FOC Receipt Past Due - Without Open Query/Reject:

Sum of ASRs without a FOC Received, and a Query/Reject is not open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs sent during reporting period x 100

FOC Receipt Past Due - Without Open Query/Reject - Distribution:

[(End of Reporting Period – ASR Sent date) – (Expected FOC Receipt Interval)] for ASRs without a FOC received and a Query/Reject is not open with the CLEC or IXC Carrier, distributed by;
1-5 Days, 6-10 Days, 11-20 Days, 21- 30 Days, 31-40 Days, and > 40 Days

Percent FOC Receipt Past Due - With Open Query/Reject:

Sum of ASRs without a FOC Received, and a Query/Reject is open, where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs sent during reporting period x 100

Business Rules

1. All counts are based on the latest ASR request sent to the ILEC. Where one or more subsequent ASRs have been sent, only the latest ASR would be recorded as Past Due if no FOC had yet been returned.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Cancelled ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

Percent FOC Receipt Past Due - Without Open Query/Reject	< 2.0 % FOC Receipt Past Due
FOC Receipt Past Due – Without Open Query/Reject - Distribution	- Diagnostic
Percent FOC Receipt Past Due - With Open Query/Reject	- Diagnostic

ILEC Performance Measurements and Standards

ORDERING

Measurement: JIP-SA-3 Offered Versus Requested Due Date

Description

The Offered Versus Requested Due Date measure reflects the degree to which the ILEC is committing to install service on the CLEC or IXC Carrier Requested Due Date (CRDD), when a Due Date Request is equal to or greater than the ILEC stated interval. A distribution of the delta, the difference between the CRDD and the Offered Date, for these FOCs is required for diagnostic purposes.

Calculation Methodology

Percent Offered with CLEC or IXC Carrier Requested Due Date:

$$\frac{[\text{Count of ASRs where (FOC Due Date = CRDD)}]}{[\text{Total number of ASRs where (CRDD - ASR Sent Date) = > ILEC Stated Interval}]} \times 100$$

Offered versus Requested Interval Delta – Distribution:

$$[(\text{Offered Due Date} - \text{CRDD}) \text{ where } (\text{CRDD} - \text{ASR Sent Date}) = > \text{ILEC Stated Interval}] \text{ for each FOC}$$

received during the reporting period, distributed by; 0 Days, 1-5 Days, 6-10 Days, 11-20 Days, 21-30 Days, 31-40 Days, and > 40 Days

Business Rules

1. Counts are based on each instance of a FOC received from the ILEC. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Cancelled ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

Percent Offered with CRDD (where CRDD = > ILEC Stated Interval) = 100%

Offered versus Requested Interval Delta – Distribution - Diagnostic

ILEC Stated Intervals: To be determined by ILEC

ILEC Performance Measurements and Standards

PROVISIONING

Measurement: JIP-SA-4 On Time Performance To FOC Due Date

Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR sent. Customer Not Ready (CNR) situations may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

Calculation Methodology

Percent On Time Performance to FOC Due Date – With CNR Consideration:

$$[(\text{Count of Circuits Completed on or before ILEC Committed Due Date} + \text{Count of Circuits Completed after FOC Due Date with a verifiable CNR code}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100$$

Percent On Time Performance to FOC Due Date – Without CNR Consideration:

$$[(\text{Count of Circuits Completed on or before ILEC Committed Due Date}) / (\text{Count of Circuits Completed in Reporting Period})] \times 100$$

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. The ILEC must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation.

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Cancelled ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

Percent On Time to FOC Due Date - With CNR Consideration = > 98.0 % On Time

Percent On Time to FOC Due Date - Without CNR Consideration - Diagnostic

ILEC Performance Measurements and Standards

PROVISIONING

Measurement: JIP-SA-5 Days Late

Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation. A breakdown of delay days caused by a lack of ILEC facilities is required for diagnostic purposes.

Calculation Methodology

Average Days Late:

$$\frac{? [\text{Circuit Completion Date} - \text{ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code)}]}{(\text{Count of Circuits Completed Beyond ILEC Committed Due Date without a CNR code})}$$

Days Late Distribution:

Circuit Completion Date – ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code) distributed by: 1 day, 2-5 Days, 6-10 Days, 11-20 Days, 21- 30 Days, 31-40 Days, and > 40 Days

Average Days Late Due to a Lack of ILEC Facilities:

$$\frac{? [\text{Circuit Completion Date} - \text{ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code and due to a Lack of ILEC Facilities)}]}{(\text{Count of Circuits Completed Beyond ILEC Committed Due Date without a CNR code and due to a Lack of ILEC Facilities})}$$

Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. The ILEC must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Cancelled ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

Average Days Late < 3.0 Days
Days Late Distribution - Diagnostic
Average Days Late Due to a Lack of ILEC Facilities - Diagnostic

ILEC Performance Measurements and Standards

PROVISIONING

Measurement: JIP-SA-6 Average Intervals - Requested/Offered/Installation

Description

The intent of this measure is to capture three important aspects of the provisioning process and display them in relation to each other. The Average CLEC or IXC Carrier Requested Interval, the Average ILEC Offered Interval, and the Average Installation Interval, provide a comprehensive view of provisioning, with the ultimate goal of having these three intervals equivalent.

Calculation Methodology

Average CLEC or IXC Carrier Requested Interval:

$$\text{Sum (CRDD – ASR Sent Date)} / \text{Total Circuits Completed during reporting period}$$

Average ILEC Offered Interval:

$$\text{Sum (FOC Due Date – ASR Sent Date)} / \text{Total Circuits Completed during reporting period}$$

Average Installation Interval:

$$\text{Sum (ILEC Completion Date – ASR Sent Date)} / \text{Total Circuits Completed during reporting period}$$

Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.
5. The Average Installation Interval includes all completions.

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Cancelled ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

- Average Requested Interval - Diagnostic
- Average Offered Interval - Diagnostic
- Average Installation Interval - Diagnostic

ILEC Performance Measurements and Standards

PROVISIONING

Measurement: JIP-SA-7 Past Due Circuits

Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received an FOC Due Date but the date has passed. Results are separated into those held for ILEC reasons and those held for CLEC or IXC Carrier reasons (CNRs), with a breakdown, for diagnostic purposes, of Past Due Circuits due to a lack of ILEC facilities. A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed

Calculation Methodology

Percent Past Due Circuits:

$$\left[\frac{\text{Count of all circuits not completed at the end of the reporting period} > 5 \text{ days beyond the FOC Due Date, grouped separately for Total ILEC Reasons, Lack of ILEC Facility Reasons, and Total CLEC/Carrier Reasons}}{\text{Total uncompleted circuits past FOC Due Date, for all missed reasons, at the end of the reporting period}} \right] \times 100$$

Past Due Circuits Distribution:

Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by: 1-5 days, 6-10 days, 11-20 days, 21-30 days, 31-40 Days, > 40 days

Percent Cancellations After FOC Due Date:

$$\left[\frac{\text{Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled} > \text{FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period)}}{1} \right] \times 100$$

Business Rules

1. Calculation of Past Due Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is or is not identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready. The ILEC must ensure that established procedures are followed to notify the CLEC or IXC Carrier of a CNR situation and allow a reasonable period of time for the CLEC or IXC Carrier to correct the situation

Exclusions

- ?? Unsolicited FOCs
- ?? Disconnect ASRs
- ?? Record ASRs

Levels of Disaggregation

- ?? DSO / DS1 / DS3 / OCn

Performance Standard

Percent Past Due Circuits - Total ILEC Reasons	< 3.0 % > 5 days beyond FOC Due Date
Percent Past Due Circuits - Due to Lack of ILEC Facilities	- Diagnostic
Percent Past Due Circuits - Total CLEC Reasons	- Diagnostic
Past Due Circuits Distribution	- Diagnostic
Percent Cancellation After FOC Due Date	- Diagnostic

ILEC Performance Measurements and Standards

PROVISIONING

Measurement: JIP-SA-8 New Installation Trouble Report Rate

Description

New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:

$$\frac{[\text{Count (trouble reports within 30 Calendar Days of Installation)}]}{(\text{Total Number of Circuits Installed in the Report Period})} \times 100$$

Business Rules

1. The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to the CLEC or IXC Carrier.
2. The calculation for the preceding 30 calendar days is based on the creation date of the trouble ticket.

Exclusions

- ?? Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- ?? CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ?? ILEC trouble reports associated with administrative service
- ?? Tickets used to track referrals of misdirected calls
- ?? CLEC or IXC Carrier requests for informational tickets

Levels of Disaggregation

- ?? DS0
- ?? DS1
- ?? DS3
- ?? OCn

Performance Standard

New Installation Trouble Report Rate ≤ 1.0 trouble reports per 100 circuits installed

ILEC Performance Measurements and Standards

MAINTENANCE & REPAIR

Measurement: JIP-SA-9 Failure Rate

Description

Failure Rate measures the overall quality of the circuits being provided by the ILEC and is calculated by dividing the number of troubles resolved during the reporting period by the total number of “in service” circuits, at the end of the reporting period, and is then annualized by multiplying by 12 months.

Calculation Methodology

Failure Rate – Annualized:

$$\{[(\text{Count of Trouble Reports resolved during the Reporting Period}) / (\text{Number of Circuits In Service at the end of the Report Period})] \times 100\} \times 12$$

Business Rules

1. A trouble report/ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when the ILEC issues notice to the CLEC or IXC Carrier that the circuit has been restored to normal operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

Exclusions:

- ?? Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- ?? CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ?? ILEC trouble reports associated with administrative service
- ?? CLEC or IXC Carrier requests for informational tickets
- ?? Tickets used to track referrals of misdirected calls

Levels of Disaggregation

- ?? Below DS3 (DS0 + DS1)
- ?? DS3 and Above (DS3 + OCn)

Performance Standard

Failure Rate Annualized	- Below DS3	<= 10.0%
	- DS3 and Above	<= 10.0%

ILEC Performance Measurements and Standards

MAINTENANCE & REPAIR

Measurement: JIP-SA-10 Mean Time to Restore

Description

The Mean Time To Restore interval measures the promptness in restoring circuits to normal operating levels when a problem or trouble is referred to the ILEC. Calculation is the elapsed time from the CLEC or IXC Carrier submission of a trouble report to the ILEC to the time the ILEC closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer, CLEC, or IXC Carrier caused delays. A breakdown of the percent of troubles outstanding greater than 24 hours, and the Mean Time to Restore of those troubles recorded as Found OK / Test OK, is required for diagnostic purposes.

Calculation Methodology

Mean Time To Restore:

? [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Referred to the ILEC) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period)]

% Out of Service Greater than 24 hrs:

[Count of Troubles where (Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier – Date and Time of Trouble Ticket Referred to the ILEC) – (Customer Hold Times) is > 24 hrs / (Count of Trouble Tickets Resolved in Reporting Period)] x 100

Mean Time To Restore – Found OK / Test OK:

? [(Date and Time of Trouble Ticket Resolution Closed to the CLEC or IXC Carrier as Found OK/Test OK – Date and Time of Trouble Ticket Referred to the ILEC) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period as Found OK/Test OK)]

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as “subsequent” (an additional report on an already open ticket).
4. “Restore” means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable. A trouble is “resolved” when the ILEC issues notice to the CLEC or IXC Carrier that the customer’s service is restored to normal operating parameters.
6. Customer Hold Time or Delayed Maintenance Time resulting from verifiable situations of no access to the end user’s premises, or other CLEC or IXC Carrier caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

Exclusions:

- ?? Trouble tickets that are canceled at the CLEC’s or IXC Carrier’s request
- ?? CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ?? ILEC trouble reports associated with administrative service
- ?? CLEC or IXC Carrier requests for informational tickets
- ?? Trouble tickets created for tracking and/or monitoring circuits
- ?? Tickets used to track referrals of misdirected calls

Levels of Disaggregation

?? Below DS3 (DS0 + DS1)

?? DS3 and Above (DS3 + OCn)

Performance Standard

Mean Time to Restore - Below DS3 <= 2.0 Hours
 - DS3 and Above <= 1.0 Hour

% Out of Service > 24 Hrs - Diagnostic

Mean Time to Restore – Found OK / Test OK - Diagnostic

ILEC Performance Measurements and Standards

MAINTENANCE & REPAIR

Measurement: JIP-SA-11 Repeat Trouble Report Rate

Description

The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

Calculation Methodology

Repeat Trouble Report Rate:

$$\frac{[(\text{Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days})]}{(\text{Number of Reports in the Report Period})} \times 100$$

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when the ILEC issues notice to the CLEC or IXC Carrier that the circuit has been restored to normal operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as FOK/TOK/CPE/IXC, then the second trouble must be counted as a repeat trouble report if it is resolved to ILEC reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

Exclusions:

- ?? Trouble tickets that are canceled at the CLEC's or IXC Carrier's request
- ?? CLEC, IXC Carrier, CPE (Customer Premises Equipment), or other customer caused troubles
- ?? ILEC trouble reports associated with administrative service
- ?? Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

Levels of Disaggregation

- ?? Below DS3 (DS0 + DS1)
- ?? DS3 and Above (DS3 + OCn)

Performance Standards

- | | | |
|----------------------------|-----------------|---------|
| Repeat Trouble Report Rate | - Below DS3 | <= 6.0% |
| | - DS3 and Above | <= 3.0% |

ILEC Performance Measurements and Standards

GLOSSARY

Term	Definition
Access Service Request (ASR)	A request to an ILEC to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms specified in the local exchange company's special or switched access tariffs
Business Days	Monday thru Friday excluding holidays
Customer Not Ready (CNR)	A verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: CLEC or IXC Carrier is not ready; end user is not ready; connecting company, or CPE (Customer Premises Equipment) supplier, is not ready
Facility Check	A pre-provisioning check performed by the ILEC, in response to an access service request, to determine the availability of facilities and assign the installation date
Firm Order Confirmation (FOC)	The notice returned from the ILEC, in response to an Access Service Request from a CLEC or IXC Carrier that confirms receipt of the request, that a facility has been made, and that a service request has been created with an assigned due date
Unsolicited FOC	An Unsolicited FOC is a supplemental FOC issued by the ILEC to change the due date or for other reasons, although no change to the ASR was requested by the CLEC or IXC Carrier
Project	Service requests that exceed the line size and/or level of complexity that would allow the use of standard ordering and provisioning processes
Query/Reject	An ILEC response to an ASR requesting clarification or correction to one or more fields on the ASR before an FOC can be issued
Repeat Trouble	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
Supplement ASR	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.